



Order Instituting Rulemaking Regarding Policies, Procedures and Rules for the Low Income Energy Efficiency Programs of California's Energy Utilities. Rulemaking 07-01-042 (Filed January 25, 2007)

Southern California Edison Company's (U 338-E) Application for Approval of SCE's "Change a Light, Change the World," Compact Fluorescent Lamp Program.

Application 07-05-010 (Filed May 10, 2007)

JOINT REPLY COMMENTS OF SAN DIEGO GAS & ELECTRIC COMPANY AND SOUTHERN CALIFORNIA GAS COMPANY ON THE ADMINISTRATIVE LAW JUDGE'S RULING OF 9/27/07 SEEKING COMMENTS ON ISSUES RAISED IN THE KEMA REPORT AND ON NATURAL GAS APPLIANCES TESTING ISSUES AND THE ADMINISTARTIVE LAW JUDGE'S RULING OF 9/14/07 SEEKING RESPONSES TO QUESTIONS ON FURNACE PROGRAMS AND NATURAL GAS APPLIANCE TESTING

Kim F. Hassan Attorney for San Diego Gas & Electric Company Southern California Gas Company 101 Ash Street San Diego, CA 92101

Telephone: 619-699-5006 Facsimile: 619-699-5027

E-Mail: KHassan@sempra.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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I. Introduction

Pursuant to the September 27, 2007 Administrative Law Judge's Ruling Seeking Comments on Issues Raised in the KEMA Report and on Natural Gas Appliance Testing Issues (Ruling), San Diego Gas & Electric Company (SDG&E) and Southern California

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¹ As modified by the October 3, 2007 ALJ Ruling granting motions filed by Association of California Community Energy Services (ACCES) and A World Institute for Sustainable Humanity (AWISH) to extend the due date to October 16, 2007 for filing Opening Comments on the above referenced Ruling and ALJ Malcolm's Ruling dated September 14, 2007, Seeking Responses to Questions on LIEE Furnace Programs and Natural Gas Appliance Testing (NGAT Ruling). The October 3, 2007 Ruling also extended the due date for Replies for both Rulings until October 23, 2007; however, due to the wildfires in Southern California, Chief Administrative Law Judge Angela K. Minkin, on October 22, 2007, granted SDG&E and SoCalGas an extension until October 26, 2007, to file their Reply Comments.

Gas Company (SoCalGas) (collectively referred to as the Joint Utilities) file these joint reply comments.

In the Ruling, Administrative Law Judge (ALJ) Malcolm asked parties to provide comments regarding how Low Income Energy Efficiency (LIEE) programs might address issues raised by KEMA in its September 7, 2007 report entitled "Final Report on Phase 2 Low Income Needs Assessment" (KEMA Report). The Ruling also sought parties' comments on possible modifications to the Natural Gas Appliance Testing (NGAT) program, as well as comments on the KEMA Report. The Joint Utilities received Opening Comments on October 16, 2007 from Southern California Edison Company (SCE), Pacific Gas and Electric Company (PG&E), Sierra Pacific Power Company (Sierra), PacifiCorp, Southwest Gas (SWG), Division of Ratepayer Advocates (DRA), Richard Heath & Associates (RHA), and Disability Rights Advocates (DisabRA). Joint Opening Comments were received from the Association of California Community and Energy Services and A World Institute for a Sustainable Humanity (ACCES/A W.I.S.H). The following are Reply Comments to those parties' Opening Comments.

II. Summary

In these Reply Comments, the Joint Utilities summarily address the primary issues as found in the Comments received:

- a. The KEMA Report Data and Discrepancies;
- b. Program Design Details and Program Objectives;
- c. Allegations of Decreased LIEE Program Participation; and
- d. NGAT Issues.

III. KEMA Report Inaccuracies Must be Resolved Before Data and Conclusions from the Report can be Used for Program Planning

In their Opening Comments, the Joint Utilities discussed concerns regarding the KEMA Report in the areas of Sampling and Survey Implementation, Analysis and Ultimate Use of Survey Data, and a Determination of a Target for California Alternate Rates for Energy (CARE) or LIEE Participation. Several parties in their Opening Comments also commented on the KEMA Report data and pointed out discrepancies in the KEMA Report, including:

• Inaccurate tables and factual errors;

- Lack of analysis and analysis data in the Report;
- Unsubstantiated conclusions;
- Unclear recommendations (including the recommendation on the CARE penetration target);
- Insufficient sampling data for Small and Multi Jurisdictional Utilities (SMJUs);
- Conflicting recommendations; and
- Straying from the principal objectives of Phase 2 of the Needs Assessment.

The fact that the parties are expressing numerous concerns about the KEMA Report warrants the Commission's serious consideration of the parties' concerns before the Commission directs program changes based on the KEMA Report alone. The Joint Utilities believe that further work on the issues addressed in the KEMA Report needs to be completed in a forum which will allow the parties' concerns to be addressed and satisfactorily resolved before incorporating information from the KEMA Report into the program planning process for the 2009-2011 program years. This work should specifically address data and conclusions that are questionable or inconsistent with other data, including program information. As described below, the Joint Utilities also believe that the primary objectives of the LIEE program have to be defined by the Commission before plans for the future LIEE program can be developed. Further, it is important that the most accurate data be used for drawing conclusions about the program and for future program planning.

IV. Commission Direction on Program Goals and Objectives is Needed before Program Design Details Can Be Addressed

Several parties discussed in their Opening Comments recommendations for LIEE and CARE program designs, including the areas of outreach and marketing, targeting customers, income documentation, budgets, and participation targets. While these all are appropriate subjects to be addressed, it is premature to do so until the Commission issues its anticipated decision on program goals and objectives, particularly for the LIEE program. For example, the Joint Utilities agree with PG&E that before "targeting households, stakeholders need to decide and clearly articulate what the purpose of the LIEE Program is." PG&E Comments at 3. This determination cannot be made until the

Commission provides clear direction on future LIEE program goals and objectives, and this need for Commission direction holds true for program design issues that parties have addressed in their Opening Comments. Once the Commission provides this needed direction, the utilities can work with the Commission and interested parties to determine program design elements to include in utility program applications for 2009-2011. However, the Joint Utilities are concerned about timing issues because the applications are to be filed in April 2008, and issues need to be addressed in time for inclusion in these applications.

The Joint Utilities and other parties filed comments on the objectives of the LIEE program in response to the Scoping Ruling for the Commission's Rulemaking on the LIEE program on April 27, 2007. The Joint Utilities continue to believe, as they stated in their Opening and Reply Comments to that Ruling, and in Opening Comments filed on October 16, 2007, that "[t]he most important objective of the LIEE programs should be the achievement of energy and costs savings for low income customers." Program design that is not consistent with the primary objective will likely hinder the Commission's broad goal of making every low income household in California energy efficient. In order to fully support an energy and cost savings goal, substantial program design changes are needed. "Business as usual" will not achieve the goal. Program changes can only be designed once the Commission specifically determines the overall goals and objectives for the LIEE program.

In addition, the Joint Utilities believe that the process will be better served if parties have a clear understanding of how the current programs operate. Several of the parties recommend actions that already occur in the programs, such as coordinating outreach among utility and other programs. While improvement is always possible, it is not productive to "reinvent the wheel," and more can be accomplished if all parties are working with the same baseline knowledge of the current programs.

To address current program operations and design issues, the Joint Utilities propose that the Commission conduct a workshop where the utilities can provide information on their current programs, and suggestions for improvements can also be discussed. If not a workshop, written information can be exchanged between the utilities and interested parties. Again, this process should occur after the Commission renders

directives regarding program goals and objectives. The Joint Utilities believe that this process will enable the best use of parties' time and resources, provide an effective consideration of program design issues, provide Commission staff with valuable information, and enable the Commission to make informed decisions.

V. ACCESS and AWISH Are Incorrect in Their Allegations Regarding SDG&E and SoCalGas LIEE Programs

ACCES and A W.I.S.H. make the following closing statement in their Comments: "In the last several years SCG and SDG&E have had large decreases of participation in their program, all other utilities have increased. The Commission should encourage SEMPRA to fix this problem." ACCESS and A W.I.S.H. Comments at p. 10.

SDG&E and SoCalGas assume that the basis of this comment is found in the KEMA study at Pg 5-6 in Figure 5-2 and Table 5-3 of the KEMA Report (a number of parties have pointed out in their Comments that these exhibits are not entirely accurate and the Joint Utilities agree). As shown in these exhibits all of the utilities experience peaks and valleys in their production. In fact, SDG&E did experience a minor dip in its production in 2005. This was partially due to the roll out of SDG&E's new database along with inclement weather conditions experienced throughout Southern California during the winter of 2005 that hindered program work. SDG&E resumed normal to above normal production in 2006 and expects to achieve similar or greater levels in 2007.

SoCalGas saw a similar dip in production in 2005 and the winter weather was partially to blame for the low production totals. Extreme weather not only makes the installation of measures difficult but also disrupts enrollment of customers into the program, as door-to-door canvassing becomes problematic. In mid-2006, SoCalGas became very concerned with production levels as the majority of the weatherization contractors failed to meet their contractual goals, yet continued to maintain that year-end goals would be achieved. Having already experienced one major dip and seeing another impending dip, SoCalGas began exploring options to bring on additional contractors to serve its low income customers. Since the 3rd quarter of 2006, SoCalGas has brought on nine new contractors to perform outreach and assessment, install measures and conduct inspection services in an effort to meet production goals. While it takes time to get contractors up to speed, SoCalGas believes it is approaching full production levels and

does not expect to have difficulty achieving its production goals in 2007 and 2008. SoCalGas has determined that it needs to have a fuller array of contractors to meet its production goals and to have contractors prepared to step up production when other contractors have difficulty achieving their individual goals. SoCalGas also has implemented a number of measures to provide customer leads to contractors so that sufficient work is available. By the end of 2007, SoCalGas expects to generate and provide to contractors over 8,000 new customer leads through various methods, including the following:

- Direct mailers targeted at CARE Post Enrollment Verified customers;
- Bill inserts;
- Community outreach events; and
- Television and print.

ACCES and A W.I.S.H. also point to the fact that "....utilities have had large LIEE carryover amounts the past several years[.]" ACCESS and A W.I.S.H. Comments at p. 1. There are many reasons that cause the utilities to have carryovers. First is non-performance by the contractors themselves. If goals are not met, funds are not spent as planned or projected. Second is program improvements. SoCalGas implemented several business controls in 2004 relative to the repair and /replacement of furnaces. These controls created an excess of over \$3.3 million made available for serving additional homes (enough funding to serve 5,500 homes) in 2004 and \$4.5 million per year in subsequent years. SDG&E and SoCalGas are continually looking for opportunities to increase the efficiencies of their programs and have taken other actions that will result in reduced costs per home served, while still providing the customer with all feasible measures.

SDG&E and SoCalGas also must address the claims of ACCES and A W.I.S.H. that 15%-20% of customers were not provided full services and that 5% cancelled the work once they learned that they could not receive full services. On March 14, 2007, SoCalGas issued a data request to ACCES seeking information to substantiate similar claims made by ACCES, TELACU and the Maravilla Foundation in their comments filed February 26, 2007 in OIR 07-01-042. That information was never provided to the Joint Utilities. Unsubstantiated claims such as this one should be stricken from the record and

ignored by the Commission. In contrast to the statements of ACCES and A W.I.S.H, program data demonstrates that less than 4% of the homes served by SoCalGas in 2006 were unable to receive infiltration measures.

VI. NGAT Issues

As stated in their Opening Comments, the Joint Utilities support the current NGAT process and do not believe that there are any significant problems associated with the process. The protocols associated with NGAT were developed by the Commission as a result of a thorough and inclusive proceeding, in which the Commission and parties sought to ensure that all low income customers reside in safe and non-hazardous conditions. The Joint Utilities consider it imperative that all parties understand completely the two components that comprise the NGAT process: pre-weatherization assessment and post-weatherization NGAT. The Commission requires the utilities to perform these components, which are based on existing state and federal law, as part of the LIEE program. No individual utility has the authority, nor do they solicit such authority, to override these protocols, as some parties appear to suggest.

Some parties suggest that as a result of the NGAT process some homes are left with a hazardous condition. On the contrary, the purpose of the NGAT process is to ensure that no low income home is left with a hazardous condition. As part of the preweatherization assessment, if conditions are present in a home that cannot be corrected within the guidelines of the program, infiltration reduction measures will not be installed. Following the installation of infiltration reduction measures, post-weatherization NGAT is performed. Any appliance that fails post-weatherization NGAT is then handled according to established program procedures which allow for some appliance repairs and/or replacements. Any appliance that cannot be repaired or replaced within the program guidelines is either shut-off or disconnected and is reported to the owner or tenant and landlord. These two components of the NGAT process ensure that the residence is left in a safe and non-hazardous condition.

Some parties commented that the LIEE program should repair and/or replace furnaces and water heaters in renter-occupied residences. If a furnace or water heater fails the CO test during post-weatherization NGAT in a renter-occupied home, the appliance is tagged as needing repair by a licensed contractor and is shut off or disconnected; and the

tenant and landlord or owner are informed of the action taken and the reason for such action. Renters do not receive furnace and water heater repair and/or replacement services because the California Legislature has determined that providing for space heating and hot water is the responsibility of the landlord pursuant to California's Civil Code Section 1941.1, and the Commission has followed this policy in not providing for renter furnace and water repair/replacement. The Joint Utilities support the California Legislature's and Commission's judgment and continue to believe that it is the responsibility of the landlord and owners of renter-occupied residences to provide their tenants with properly functioning space heating and hot water. It would be a departure from California Civic Code and past precedent for the Commission to direct utility ratepayers to finance what is the responsibility of landlords and owners.

VII. Conclusion

The Joint Utilities look forward to a decision from the Commission setting the direction for the 2009-2011 LIEE program years. A LIEE program designed to effectively deliver the most energy savings through energy efficiency to every low income customers across the State is a worthwhile design program supported by SDG&E and SoCalGas. The Joint Utilities believe that these objectives can be achieved by the Commission and interested parties working collaboratively over the next few months to effect the necessary changes to the current programs.

Respectfully submitted,

/s/ Kim F. Hassan

Kim F. Hassan Attorney for San Diego Gas & Electric Company Southern California Gas Company 101 Ash Street San Diego, CA 92101 Telephone: 619-699-5006

Telephone: 619-699-5006 Facsimile: 619-699-5027

E-Mail: KHassan@sempra.com

October 26, 2007

CERTIFICATE OF SERVICE

I hereby certify that a copy of JOINT REPLY COMMENTS OF SAN DIEGO GAS & ELECTRIC COMPANY AND SOUTHERN CALIFORNIA GAS COMPANY ON THE ADMINISTRATIVE LAW JUDGE'S RULING OF 9/27/07 SEEKING COMMENTS ON ISSUES RAISED IN THE KEMA REPORT AND ON **NATURAL GAS APPLIANCES TESTING ISSUES AND** THE **ADMINISTRATIVE** LAW JUDGE'S **RULING OF** 9/14/07 **SEEKING** RESPONSES TO QUESTIONS ON FURNACE PROGRAMS AND NATURAL GAS APPLIANCE TESTING has been electronically mailed to each party of record of the service list in R.07-01-042 and A.07-05-010. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to Administrative Law Judge Kim Malcolm and Commissioner Dian Grueneich.

Executed this 26th day of September , 2007 at San Diego, California.

/s/ Jenny Tjokro
Jenny Tjokro

CALIFORNIA PUBLIC UTILITIES COMMISSION **Service Lists**

Proceeding: R0701042 - CPUC - PG&E, EDISON, Filer: CPUC - PG&E, EDISON, SOCALGAS, SDG&E

List Name: LIST

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Parties

BOBBI J. STERRETT SPECIALIST/STATE REGULATORY AFFAIRS SOUTHWEST GAS CORPORATION PO BOX 98510 LAS VEGAS, NV 89150-0002

VALERIE J. ONTIVEROZ SOUTHWEST GAS CORPORATION PO BOX 98510 LAS VEGAS, NV 89193-8510

MICHAEL R. THORP ATTORNEY ATTORNEY MARAVILLE FOUNDATION
SOUTHERN CALIFORNIA GAS COMPANY 5729 UNION PACIFIC AVE
555 WEST FIFTH STREET, 14TH FLOOR LOS ANGELES, CA 90022 LOS ANGELES, CA 90013-1011

RICHARD VILLASENOR TELACU 12252 MC CANN DRIVE SANTA FE SPRINGS, CA 90670

STACIE SCHAFFER ATTORNEY AT LAW SOUTHERN CALIFORNIA EDISON COMPANY

FRANCISCO V. AGUILAR ATTORNEY AT LAW SOUTHWEST GAS CORPORATION PO BOX 98510 5241 SPRING MOUNTAIN ROAD LAS VEGAS, NV 89193

ELENA MELLO SIERRA PACIFIC POWER COMPANY 6100 NEIL ROAD RENO, NV 89520

ALEX SOTOMAYOR MARAVILLE FOUNDATION 5729 UNION PACIFIC AVENUE

MICHAEL MONTOYA SENIOR ATTORNEY SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVE. ROSEMEAD, CA 91770

RONALD MOORE GOLDEN STATE WATER/BEAR VALLEY ELECTRIC 630 EAST FOOTHILL BOULEVARD

2244 WALNUT GROVE AVENUE, ROOM 390 SAN DIMAS, CA 91773 ROSEMEAD, CA 91770

DON WOOD SR.

PACIFIC ENERGY POLICY CENTER

4539 LEE AVENUE

LA MESA, CA 91941

SAN DIEGO GAS & ELECTRIC/SOCAL GAS
101 ASH STREET, HQ 13
SAN DIEGO, CA 92101

KIM F. HASSAN

ATTORNEY AT LAW

SAN DIEGO GAS & ELECTRIC COMPANY

SAN DIEGO GAS & ELECTRIC COMPANY

8330 CENTURY PARK COURT, CP 32 D

101 ASH STREET, HQ-12

SAN DIEGO, CA 92123 SAN DIEGO, CA 92101

PAUL KERKORIAN
SUNDOWNER INSULATION CO., INC.

1495 ROAD AVENUE
CLOVIS. CA 93612

PAUL KERKORIAN
UTILITY COST MANAGEMENT, LLC
6475 N PALM AVE., STE. 105 TIMOTHY J. LAWLER CLOVIS, CA 93612

PAUL KERKORIAN FRESNO, CA 93704

JERRY H. HANN

PERKINS, MANN & EVERETT, A.P.C.

2222 W. SHAW AVENUE, SUITE 202

PERKINS, MANN & EVERETT

2222 W. SHAW AVE., SUITE 202

2222 W. SHAW AVE., SUITE 202 FRESNO, CA 93711

GREGORY REDICAN

DEPUTY DIRECTOR

COMMUNITY ACTION AGENCY OF SAN MATEO

BRITTAN AVENUE

SAN CARLOS, CA 94070

HAYLEY GOODSON

ATTORNEY AT LAW

THE UTILITY REFORM NETWORK

711 VAN NESS AVENUE, SUITE 350

SAN FRANCISCO, CA 94102 SAN CARLOS, CA 94070

SAN FRANCISCO, CA 94102

RASHID A. RASHID CALIF PUBLIC UTILITIES COMMISSION LEGAL DIVISION ROOM 4107 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

CRAIG M. BUCHSBAUM ATTORNEY AT LAW
PACIFIC GAS AND ELECTRIC COMPANY ATTORNEY AT LAW 77 BEALE STREET, B30A SAN FRANCISCO, CA 94105

LUKE TOUGAS PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE STREET, B9A
SAN FRANCISCO, CA 94105

EDWARD G. FOULL ATTORNEY AT LAW ANDERSON & POOLE 601 CALIFORNIA STREET, SUITE 1300 SAN FRANCISCO, CA 94108-2818 EDWARD G. POOLE

ENRIQUE GALLARDO IRENE K. MOOSEN
LATINO ISSUES FORUM ATTORNEY AT LAW
160 PINE STREET, SUITE 700 WESTERN MANUFACTURED HOUSING COMM. SVCS.
SAN FRANCISCO, CA 94111 53 SANTA YNEZ AVENUE
SAN FRANCISCO, CA 94112

CHONDA J. NWAMU

PETER OUBORG PACIFIC GAS AND ELECTRIC COMPANY
POST OFFICE BOX 7442
SAN FRANCISCO, CA 94120

PELEK OUBORG
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 7442, B30A
SAN FRANCISCO, CA 94120-7442

JOSEPHINE WU
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 770000, MAIL CODE B9A
MOUNTAIN UTILITIES
3210 CORTE VALENCIA JOSEPHINE WU

JOHN DUTCHER VICE PRESIDENT - REGULATORY AFFAIRS 3210 CORTE VALENCIA FAIRFIELD, CA 94534-7875

ROBERT GNAIZDA POLICY DIRECTOR/GENERAL COUNSEL

THE GREENLINING INSTITUTE

THE GREENLINING INSTITUTE

1918 UNIVERSITY AVENUE, SECOND FLOOR

BERKELEY, CA 94704 BERKELEY, CA 94704

THALIA N.C. GONZALEZ

MARY - LEE KIMBER

MELISSA W. KASNITZ MELISSA W. KASNITZ
ATTORNEY AT LAW
DISABILITY RIGHTS ADVOCATES
DISABILITY RIGHTS ADVOCATES
2001 CENTER STREET, 3RD FLOOR
BERKELEY, CA 94704-1204

MELISSA W. KASNITZ
ATTORNEY AT LAW
DISABILITY RIGHTS ADVOCATES
2001 CENTER STREET, THIRD FLOOR
BERKELEY, CA 94704-1204

SUSAN E. BROWN A WORLD INSTITUTE FOR SUSTAINABLE HUMANI ALPINE NATURAL GAS OPERATING COMPANY PO BOX 428 MILL VALLEY, CA 94942

MICHAEL LAMOND PO BOX 550 15 ST. ANDREWS ROAD, SUITE 7 VALLEY SPRINGS, CA 95252

BILL JULIAN 43556 ALMOND LANE DAVIS, CA 95618

CAROLYN COX GENERAL MANAGER 5213 ROSEANA COURT FAIR OAKS, CA 95628

WILLIAM W. WESTERFIELD, 111 JAMES HODGES ATTORNEY AT LAW ACCES ELLISON, SCHNEIDER & HARRIS L.L.P. 1069 45TH STREET

2015 H STREET SACRAMENTO, CA 95814 SACRAMENTO, CA 95819

RAYMOND J. CZAHAR, C.P.A.
CHIEF FINANCIAL OFFICER
WEST COAST GAS COMPANY
9203 BEATTY DRIVE
SACRAMENTO, CA 95826

CRISTAL BEDORTHA
RESIDENTIAL WALL INSULATION
3714 NELSON AVE.
OROVILLE, CA 95965

MICHELLE MISHOE
PACIFICORP
825 NE MULTNOMAH STREET
PORTLAND, OR 97232

RYAN FLYNN
PACIFICORP
825 NE MULTNOMAH STREET, 18TH FLOOR
PORTLAND, OR 97232

Information Only

RICHARD ESTEVES SESCO, INC. 77 YACHT CLUB DRIVE, SUITE 1000 LAKE HOPATCONG, NJ 07849-1313 DON STONEBERGER
APS ENERGY SERVICES
SUITE 750
400 E. VAN BUREN STRREET
PHOENIX, AZ 85004

TREVOR DILLARD
SIERRA PACIFIC POWER COMPANY
PO BOX 10100
6100 NEIL ROAD, MS S4A50
RENO, NV 89520

STEVEN D. PATRICK
ATTORNEY AT LAW
SOUTHERN CALIFORNIA GAS COMPANY
555 WEST FIFTH STREET GT14E7
LOS ANGELES, CA 90013-1011

SENATOR RICHARD POLANCO 3701 GLENALBYN DRIVE LOS ANGELES, CA 90065 GREGORY J. KOSIER
PORTFOLIO MANAGER
CONSTELLATION NEWENRGY, INC.
350 SOUTH GRND AVENUE, 38TH FLOOR
LOS ANGELES, CA 90071

MICHAEL MAZUR
CHIEF TECHNICAL OFFICER
3 PHASES RENEWABLES, LLC
2100 SEPULVEDA BLVD., SUITE 37
MANHATTAN BEACH, CA 90266

RON GARCIA RELIABLE ENERGY MANAGEMENT, INC. 6250 PARAMOUNT BLVD. LONG BEACH, CA 90805

LUIS CHAVEZ
1859 BUSINESS CENTER DRIVE
DUARTE, CA 91010

MONTE WINEGAR
PROJECT DIRECTOR
WINEGARD ENERGY

1818 FLOWER AVENUE DUARTE, CA 91010

KYLE MAETANI

MK PLANNING CONSULTANTS

2740 W. MAGNOLIA BLVD., STE 103

BURBANK, CA 91505

PAUL DELANEY

AMERICAN UTILITY NETWORK

10705 DEER CANYON DRIVE

ALTA LOMA, CA 91737 KYLE MAETANI

PAUL DELANEY AMERICAN UTILITY NETWORK (A.U.N.)

ALLAN RAGO QUALITY CONSERVATION SERVICES, INC. SOUTHERN CALIFORNIA EDISON COMPANY SUITE E 4701 ARROW HIGHWAY MONTCLAIR, CA 91763

AKBAR JAZAYEIRI 2241 WALNUT GROVE AVENUE PO BOX 800 ROSEMEAD, CA 91770

JACK F. PARKHILL
SOUTHERN CALIFORNIA EDISON COMPANY
LAW DEPARTMENT
2244 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

JACK F. PARKHILL
SOUTHERN CALIFORNIA EDISON
2131 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770 CASE ADMINISTRATION ROSEMEAD, CA 91770

JACK F. PARKHILL

JEANNIE HARRELL SOUTHERN CALIFORNIA EDISON COMPANY SOUTHERN CALIFORNIA EDISON 2131 WALNUT GROVE AVENUE 2131 WALNUT GOVE AVE. ROSEMEAD, CA 91770

JOHN FASANA ROSEMEAD, CA 91770

JOHN FASANA SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

JOHN NALL SOUTHERN CALIFORNIA EDISON COMPANY 2131 WALNUT GROVE AVE ROSEMEAD, CA 91770

LARRY R. COPE ATTORNEY AT LAW SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

PETE ZANZOT SOUTHERN CALIFORNIA EDISON COMPANY 2131 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

ROBERTO DEL REAL SOUTHERN CALIFORNIA EDISON COMPANY 2131 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

MARK MCNULTY 5150 RANDLETT DRIVE LA MESA, CA 91941

GREG BASS

SEMPRA ENERGY SOLUTIONS

101 ASH STREET. HQ09

SAN DIEGO, CA 92101-3017

MICHAEL SHAPLS

ATTORNEY AT LAW

UTILITY CONSUMERS' ACTION NETWORK

3100 FIFTH AVENUE, SUITE B

SAN DIEGO, CA 92103

JOHN JENSEN RICHARD HEATH AND ASSOCIATES, INC.

7847 CONVOY COURT, SUITE 102

SAN DIEGO, CA 92111

SAN DIEGO, CA 92111 REGIONAL MANAGER SAN DIEGO, CA 92111

YOLE WHITING SAN DIEGO GAS & ELECTRIC COMPANY

CENTRAL FILES

CENTRAL FILES STEVE RAHON
REGULATORY AFFAIRS DIRECTOR, TARIFF & REGULATORY ACCOUNTS
SAN DIEGO GAS & ELECTRIC CO.
8330 CENTURY PARK COURT-CP31E 8330 CENTURY PARK COURT, CP32C
SAN DIEGO, CA 92123-1530 SAN DIEGO, CA 92123-1548 STEVE RAHON

BILL BELANSKY WESTERN INSULATION 16465 VIA ESPRILLO SAN DIEGO, CA 92127

TOM HAMILTON ENERGY PROGRAM MANAGER QUALITY BUILT 15330 AVENUE OF SCIENCE SAN DIEGO, CA 92128

FRED PATZKE
13576 CALIFORNIA STREET YUCAIPA, CA 92399-5449

JOHN NEWCOMB 696 SOUTH TIPPECANOE AVENUE SAN BERNARDINO, CA 92415

MARIA Y. JUAREZ
DEPUTY DIRECTOR
DEPARTMENT OF COUMMINTY ACTION RIVERSIDE COUNTY 2038 IOWA AVENUE, SUITE B-102 RIVERSIDE, CA 92507

DAVID J. COYLE ANZA ELECTRIC COOPERATIVE, INC 58470 HIGHWAY 371 ANZA, CA 92539-1909

ROB GUNNIN

VICE PRESIDENT SUPPLY

COMMERCE ENERGY, INC.

600 ANTON BLVD., SUITE 2000

PO BOX 469

FILLMORE, CA 93016

JIM MCNAMARA JIM MCNAMARA
SAN LUIS OBISPO COUNTY, INC. 1030 SOUTHWOOD DRIVE

ART BRICE VICE PRESIDENT RICHARD HEATH AND ASSOCIATES, INC. SAN LUIS OBISPO, CA 93401

590 W. LOCUST AVE., STE. 103 FRESNO, CA 93650

JOE WILLIAMS

KRISTINE LUCERO EXECUTIVE ASSISTANT RICHARD HEATH AND ASSOCIATES, INC.

RICHARD HEATH AND ASSOCIATES, INC.

590 W. LOCUST AVENUE, STE 103

FRESNO, CA 93650

FRESNO, CA 93650

MARK SHIRIN VENTURA TV APPLIANCE CENTER 3619 E VENTURA BLVD FRESNO, CA 93702-5009

BEN CARROLL 2615 W DUDLEY AVE. FRESNO, CA 93728

JOSEPH AMADER 7620 CARMEL VALLEY RD. CARMEL, CA 93923

ORTENSIA LOPEZ EXECUTIVE DIRECTOR EL CONCILIO OF SAN MATEO 1419 BURLINGAME AVE., SUITE N BURLINGAME, CA 94010

WILLIAM F. PARKER EXECUTIVE DIRECTOR COMMUNITY ACTION AGENCY OF SAN MATEO
930 BRITTAN AVENUE
SAN CARLOS, CA 94070
SAN FRANCISCO, CA 94102

BRUCE FOSTER VICE PRESIDENT

REGINA COSTA

RESEARCH DIRECTOR

THE UTILITY REFORM NETWORK

711 VAN NESS AVENUE, SUITE 350

SAN FRANCISCO, CA 94102

DONNA L. WAGONER

CALIF PUBLIC UTILITIES COMMISSION

UTILITY AUDIT, FINANCE & COMPLIANCE BRAN

AREA 3-C

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

BRETT SEARLE

PROJECT MANAGEMENT ANALYST

PACIFIC GAS AND ELECTRIC COMPANY

123 MISSION-ROOM 1464, MCH14F

SAN FRANCISCO, CA 94105

DANIEL COOLEY

ATTORNEY AT LAW

PACIFIC GAS AND ELECTRIC COMPANY

77 BEALE STREET, MAIL CODE B30A

SAN FRANCISCO, CA 94105

LINDA FONTES

LINDA FONTES STEVEN R. HAERTLE
PACIFIC GAS & ELECTRIC COMPANY PACIFIC GAS AND ELECTRIC COMPANY
123 MISSION ROOM 1404 MC H14F 77 BEALE STREET, MC B9A
SAN FRANCISCO, CA 94105 SAN FRANCISCO, CA 94105 STEVEN R. HAERTLE

TINA NGUYEN PACIFIC GAS AND ELECTRIC COMPANY 123 MISSION-ROOM 1456 SAN FRANCISCO, CA 94105

BRIAN K. CHERRY DIRECTOR REGULATORY RELATIONS PACIFIC GAS AND ELECTRIC COMPANY 77 BEALE STREET, B10C SAN FRANCISCO, CA 94106

JANINE L. SCANCARELLI

JOSEPH F. WIEDMAN ATTORNEY AT LAW

FOLGER, LEVIN & KAHN, LLP

275 BATTERY STREET, 23RD FLOOR
SAN FRANCISCO, CA 94111

SOBLIT F. WIEDMAN

ATTORNEY AT LAW

GOODIN MACBRIDE SQUERI DAY & LAMPREY LLP

505 SANSOME STREET, SUITE 900

SAN FRANCISCO, CA 94111

LAW DEPARTMENT FILE ROOM PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 7442 SAN FRANCISCO, CA 94120-7442

JAY LUBOFF PACIFIC GAS AND ELECTRIC COMPANY PO BOX 770000, MC B9A SAN FRANCISCO, CA 94177

MARY O'DRAIN SAN FRANCISCO, CA 94177

ROLAND RISSER PACIFIC GAS AND ELECTRIC COMPANY

DIRECTOR, CUSTOMER ENERGY EFFICIENCY

123 MISSION - ROOM 1410, MC H14G

PACIFIC GAS & ELECTRIC COMPANY MAIL CODE N6G PO BOX 770000 SAN FRANCISCO, CA 94177

JAMES DEZELL RHA, INC. SUITE 205 1151 HARBOR BAY PKWY ALAMEDA, CA 94502

KEVIN CUDD SENIOR PROGRAM MANAGER 1320 EL CAPITAN DRIVE, SUITE 330 DANVILLE, CA 94526

DUTCHER JOHN V.P. REGULATORY AFFAIRS MOUNTAIN UTILITIES 3210 CORTE VALENCIA FAIRFIELD, CA 94534

DAVID C. CLARK SYNERGY COMPANIES 28436 SATELLITE STREET HAYWARD, CA 94545

STEVEN R. SHALLENBERGER SYNERGY COMPANIES 28436 SATTELITE STREET HAYWARD, CA 94545

RICK C. NOGER PRAXAIR PLAINFIELD, INC. 2678 BISHOP DRIVE SAN RAMON, CA 94583

LADONNA WILLIAMS EXECUTIVE DIRECTOR PO BOX 5653

JODY S. LONDON JODY LONDON CONSULTING PO BOX 3629

VALLEJO, CA 94591

OAKLAND, CA 94609

BOBAK ROSHAN BOBAK ROSHAN
LEGAL ASSOCIATE
THE GREENLINING INSTITUTE THE GREENLINING INSTITUTE

1918 UNIVERSITY STREET, 2ND FLOOR

BERKELEY. CA 94704

CITY OF BERKELEY

OFFICE OF MAYOR TOM BATES

2180 MILVIA STREET

CISCO DEVRIES CHIEF OF STAFF BERKELEY, CA 94704

MARK A. RUTLEDGE
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, 2ND FLR.
94704

STEPHANIE CHEN LEGAL ASSOCIATE
THE GREENLINING INSTITUTE
1918 UNIVERSITY STREET, 2ND FLOOR BERKELEY, CA 94704

KAREN NOTSUND ASSISTANT DIRECTOR
UC ENERGY INSTITUTE 2547 CHANNING WAY 5180 BERKELEY, CA 94720-5180

PETER HOFMANN BO ENTERPRISES 43B EAST MAIN ST LOS GATOS, CA 95030-6907

SAN JOSE, CA 95128

DOUGLAS MOIR FRANCES L. THOMPSON
WESTERN APPLIANCE PACIFIC GAS AND ELECTRIC COMPANY
1976 W. SAN CARLOS STREET 123 MISSION STREET, RM. 1408 MC H14G SAN FRANCISCO, CA 95177

ELISE KLEIBER 2400 ROCKEFELLER DR. CERES, CA 95307

CHRISTOPHER J. MAYER MODESTO IRRIGATION DISTRICT PO BOX 4060 MODESTO, CA 95352-4060

BOB HONDEVILLE MODESTO IRRIGATION DISTRICT 1231 11TH STREET MODESTO, CA 95354

JOY WARREN SENIOR STAFF ATTORNEY MODESTO IRRIGATION DISTRICT 1231 ELEVENTH STREET MODESTO, CA 95354

RICHARD MCCANN DAVIS, CA 95616

DAVID MORSE CALIFORNIA WATER SERVICE COMPANY 2655 PORTAGE BAY ROAD, SUITE 3 1411 W. COVELL BLVD., STE. 106-292 DAVIS, CA 95616-5934

JOHN JENSEN PRESIDENT MOUNTAIN UTILITIES PO BOX 205 KIRKWOOD, CA 95646

JASON WIMBLEY DIVISION CHIEF, ENERGY&ENVIRON PROGRAMS DEPT. OF COMMUNITY SERVICES & DEVELOPMEN DEFI. 700 NORTH 10TH SIGNAL SACRAMENTO, CA 95814 700 NORTH 10TH STREET, ROOM 258

ROBERT J. BICKER LEGISLATIVE ANALYST BRAUN & BLAISING, P.C.
CALIFORNIA APARTMENT ASSOCIATION 915 L STREET, SUITE 1270
980 NINTH STREET, SUITE 200 SACRAMENTO, CA 95814 SACRAMENTO, CA 95814

RYAN BERNARDO

SHEILA DEY WESTERN MANUFACTURED HOUSING COMMUNITIES RATE REGULATION MANAGER - WESTERN REGIO 455 CAPITOL MALL STE 800 AMERICAN WATER WORKS SERVICE CO. SACRAMENTO, CA 95814 4701 BELOIT DRIVE

DAVE STEPHENSON SACRAMENTO, CA 95838

JAMES O'BANNON RICHARD HEATH AND ASSOCIATES, INC.

PROJECT MANAGER

1026 MANGROVE AVE., STE 20

RICHARD HEATH AND ASSOCIATES, INC. CHICO, CA 95926

PAMELA GORSUCH 1026 MANGROVE AVENUE, SUITE 20 CHICO, CA 95926

SCOTT BERG SELF HELP HOME IMPROVEMENT PROJECT INC. PLUMAS SIERRA RURAL ELECTRIC 3777 MEADOWVIEW DR., 100 REDDING, CA 96002

ROBERT MARSHALL PO BOX 2000 PORTOLA, CA 96122-2000

M. SAMI KHAWAJA, PH.D QUANTEC, LLC SUITE 400 720 SW WASHINGTON STREET PORTLAND, OR 97205

CATHIE ALLEN CA STATE MGR. PACIFICORP 825 NE MULTNOMAH STREET, SUITE 2000 PORTLAND, OR 97232

MARISA DECRISTOFORO PACIFICORP 825 NE MULTNOMAH STREET, SUITE 800 614 38TH PLACE PORTLAND, OR 97232

DAVE SULLIVAN P.E. CONSULTING ENGINEER FLORENCE, OR 97439-8216

State Service

ALIK LEE CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION TELECOMMUNICATIONS & CONSUMER ISSUES BRA EXECUTIVE DIVISION ROOM 4101

JEANNINE ELZEY CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE

KELLY HYMES CALIF PUBLIC UTILITIES COMMISSION EXECUTIVE DIVISION ROOM 5306 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

MARIANA C. CAMPBELL MARIANA C. CAMPBELL MELICIA CHARLES
CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION TELECOMMUNICATIONS & CONSUMER ISSUES BRA ENERGY DIVISION ROOM 4101 505 VAN NESS AVENUE

MICHAEL BLACK CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE

ROBERT KINOSIAN

CALIF PUBLIC UTILITIES COMMISSION

CALIF PUBLIC UTILITIES COMMISSION

THE COMMISSION CONSIMER ISSUED EXECUTIVE DIVISION
ROOM 5202 ROOM 5202 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

SARITA SARVATE CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

SEAN WILSON CALIF PUBLIC UTILITIES COMMISSION TERRIE J. TANNEHILL

CALIF PUBLIC UTILITIES COMMISSION UTILITY AUDIT, FINANCE & COMPLIANCE BRAN ENERGY DIVISION AREA 3-C

HAZLYN FORTUNE ROOM 5303 505 VAN NESS AVENUE 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 505 VAN NESS AVENUE

JOHANNA M. SEVIER CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

> KIM MALCOLM CALIF PUBLIC UTILITIES COMMISSION DIVISION OF ADMINISTRATIVE LAW JUDGES ROOM 5005 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

MELICIA CHARLES AREA 4-A 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

RISA HERNANDEZ CALIF PUBLIC UTILITIES COMMISSION ELECTRICITY RESOURCES & PRICING BRANCH ROOM 4209 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

> TELECOMMUNICATIONS & CONSUMER ISSUES BRA ROOM 4102 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

SARVJIT S. RANDHAWA CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE

TERRIE J. TANNEHILL AREA 4A

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

THOMAS M. RENAGHAN CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION ENERGY COST OF SERVICE & NATURAL GAS BRA ENERGY DIVISION ROOM 4205 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

ZAIDA AMAYA-PINEDA 770 L STREET, SUITE 1050 SACRAMENTO, CA 95814

Top of Page Back to INDEX OF SERVICE LISTS

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Proceeding: A0705010 - for Approval of "Cha Filer: Southern California Edison Company

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Back to Service Lists Index

Parties

BOBBI J. STERRETT SPECIALIST/STATE REGULATORY AFFAIRS SOUTHWEST GAS CORPORATION PO BOX 98510 LAS VEGAS, NV 89150-0002

VALERIE J. ONTIVEROZ SOUTHWEST GAS CORPORATION PO BOX 98510 LAS VEGAS, NV 89193-8510

MICHAEL R. THORP ATTORNEY ATTORNEY MARAVILLE FOUNDATION
SOUTHERN CALIFORNIA GAS COMPANY 5729 UNION PACIFIC AVE
555 WEST FIFTH STREET, 14TH FLOOR LOS ANGELES, CA 90022 LOS ANGELES, CA 90013-1011

RICHARD VILLASENOR TELACU 12252 MC CANN DRIVE SANTA FE SPRINGS, CA 90670

STACIE SCHAFFER ATTORNEY AT LAW SOUTHERN CALIFORNIA EDISON COMPANY

FRANCISCO V. AGUILAR ATTORNEY AT LAW SOUTHWEST GAS CORPORATION PO BOX 98510 5241 SPRING MOUNTAIN ROAD LAS VEGAS, NV 89193

ELENA MELLO SIERRA PACIFIC POWER COMPANY 6100 NEIL ROAD RENO, NV 89520

ALEX SOTOMAYOR MARAVILLE FOUNDATION 5729 UNION PACIFIC AVENUE

MICHAEL MONTOYA SENIOR ATTORNEY SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVE. ROSEMEAD, CA 91770

RONALD MOORE GOLDEN STATE WATER/BEAR VALLEY ELECTRIC 630 EAST FOOTHILL BOULEVARD

2244 WALNUT GROVE AVENUE, ROOM 390 SAN DIMAS, CA 91773 ROSEMEAD, CA 91770

DON WOOD SR.

PACIFIC ENERGY POLICY CENTER

4539 LEE AVENUE

LA MESA, CA 91941

SAN DIEGO GAS & ELECTRIC/SOCAL GAS
101 ASH STREET, HQ 13
SAN DIEGO, CA 92101

KIM F. HASSAN

ATTORNEY AT LAW

SAN DIEGO GAS & ELECTRIC COMPANY

SAN DIEGO GAS & ELECTRIC COMPANY

8330 CENTURY PARK COURT, CP 32 D

101 ASH STREET, HQ-12

SAN DIEGO, CA 92123 SAN DIEGO, CA 92101

PAUL KERKORIAN
SUNDOWNER INSULATION CO., INC.

1495 ROAD AVENUE
CLOVIS. CA 93612

PAUL KERKORIAN
UTILITY COST MANAGEMENT, LLC
6475 N PALM AVE., STE. 105 TIMOTHY J. LAWLER CLOVIS, CA 93612

PAUL KERKORIAN FRESNO, CA 93704

JERRY H. HANN

PERKINS, MANN & EVERETT, A.P.C.

2222 W. SHAW AVENUE, SUITE 202

PERKINS, MANN & EVERETT

2222 W. SHAW AVE., SUITE 202

2222 W. SHAW AVE., SUITE 202 FRESNO, CA 93711

GREGORY REDICAN

DEPUTY DIRECTOR

COMMUNITY ACTION AGENCY OF SAN MATEO

BRITTAN AVENUE

SAN CARLOS, CA 94070

HAYLEY GOODSON

ATTORNEY AT LAW

THE UTILITY REFORM NETWORK

711 VAN NESS AVENUE, SUITE 350

SAN FRANCISCO, CA 94102 SAN CARLOS, CA 94070

SAN FRANCISCO, CA 94102

RASHID A. RASHID CALIF PUBLIC UTILITIES COMMISSION LEGAL DIVISION ROOM 4107 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

CRAIG M. BUCHSBAUM ATTORNEY AT LAW
PACIFIC GAS AND ELECTRIC COMPANY ATTORNEY AT LAW 77 BEALE STREET, B30A SAN FRANCISCO, CA 94105

LUKE TOUGAS PACIFIC GAS AND ELECTRIC COMPANY
77 BEALE STREET, B9A
SAN FRANCISCO, CA 94105

EDWARD G. FOULL ATTORNEY AT LAW ANDERSON & POOLE 601 CALIFORNIA STREET, SUITE 1300 SAN FRANCISCO, CA 94108-2818 EDWARD G. POOLE

ENRIQUE GALLARDO IRENE K. MOOSEN
LATINO ISSUES FORUM ATTORNEY AT LAW
160 PINE STREET, SUITE 700 WESTERN MANUFACTURED HOUSING COMM. SVCS.
SAN FRANCISCO, CA 94111 53 SANTA YNEZ AVENUE
SAN FRANCISCO, CA 94112

CHONDA J. NWAMU

PETER OUBORG PACIFIC GAS AND ELECTRIC COMPANY
POST OFFICE BOX 7442
SAN FRANCISCO, CA 94120

PELEK OUBORG
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 7442, B30A
SAN FRANCISCO, CA 94120-7442

JOSEPHINE WU
PACIFIC GAS AND ELECTRIC COMPANY
PO BOX 770000, MAIL CODE B9A
MOUNTAIN UTILITIES
3210 CORTE VALENCIA JOSEPHINE WU

JOHN DUTCHER VICE PRESIDENT - REGULATORY AFFAIRS 3210 CORTE VALENCIA FAIRFIELD, CA 94534-7875

ROBERT GNAIZDA POLICY DIRECTOR/GENERAL COUNSEL

THE GREENLINING INSTITUTE

THE GREENLINING INSTITUTE

1918 UNIVERSITY AVENUE, SECOND FLOOR

BERKELEY, CA 94704 BERKELEY, CA 94704

THALIA N.C. GONZALEZ

MARY - LEE KIMBER

MELISSA W. KASNITZ MELISSA W. KASNITZ
ATTORNEY AT LAW
DISABILITY RIGHTS ADVOCATES
DISABILITY RIGHTS ADVOCATES
2001 CENTER STREET, 3RD FLOOR
BERKELEY, CA 94704-1204

MELISSA W. KASNITZ
ATTORNEY AT LAW
DISABILITY RIGHTS ADVOCATES
2001 CENTER STREET, THIRD FLOOR
BERKELEY, CA 94704-1204

SUSAN E. BROWN A WORLD INSTITUTE FOR SUSTAINABLE HUMANI ALPINE NATURAL GAS OPERATING COMPANY PO BOX 428 MILL VALLEY, CA 94942

MICHAEL LAMOND PO BOX 550 15 ST. ANDREWS ROAD, SUITE 7 VALLEY SPRINGS, CA 95252

BILL JULIAN 43556 ALMOND LANE DAVIS, CA 95618

CAROLYN COX GENERAL MANAGER 5213 ROSEANA COURT FAIR OAKS, CA 95628

WILLIAM W. WESTERFIELD, 111 JAMES HODGES ATTORNEY AT LAW ACCES ELLISON, SCHNEIDER & HARRIS L.L.P. 1069 45TH STREET

2015 H STREET SACRAMENTO, CA 95814 SACRAMENTO, CA 95819

RAYMOND J. CZAHAR, C.P.A. CHIEF FINANCIAL OFFICER WEST COAST GAS COMPANY 9203 BEATTY DRIVE SACRAMENTO, CA 95826 CRISTAL BEDORTHA
RESIDENTIAL WALL INSULATION
3714 NELSON AVE.
OROVILLE, CA 95965

MICHELLE MISHOE
PACIFICORP
825 NE MULTNOMAH STREET
PORTLAND, OR 97232

RYAN FLYNN
PACIFICORP
825 NE MULTNOMAH STREET, 18TH FLOOR
PORTLAND, OR 97232

Information Only

RICHARD ESTEVES SESCO, INC. 77 YACHT CLUB DRIVE, SUITE 1000 LAKE HOPATCONG, NJ 07849-1313 DON STONEBERGER
APS ENERGY SERVICES
SUITE 750
400 E. VAN BUREN STRREET
PHOENIX, AZ 85004

TREVOR DILLARD
SIERRA PACIFIC POWER COMPANY
PO BOX 10100
6100 NEIL ROAD, MS S4A50
RENO, NV 89520

STEVEN D. PATRICK
ATTORNEY AT LAW
SOUTHERN CALIFORNIA GAS COMPANY
555 WEST FIFTH STREET GT14E7
LOS ANGELES, CA 90013-1011

SENATOR RICHARD POLANCO 3701 GLENALBYN DRIVE LOS ANGELES, CA 90065 GREGORY J. KOSIER
PORTFOLIO MANAGER
CONSTELLATION NEWENRGY, INC.
350 SOUTH GRND AVENUE, 38TH FLOOR
LOS ANGELES, CA 90071

MICHAEL MAZUR
CHIEF TECHNICAL OFFICER
3 PHASES RENEWABLES, LLC
2100 SEPULVEDA BLVD., SUITE 37
MANHATTAN BEACH, CA 90266

RON GARCIA RELIABLE ENERGY MANAGEMENT, INC. 6250 PARAMOUNT BLVD. LONG BEACH, CA 90805

LUIS CHAVEZ
1859 BUSINESS CENTER DRIVE
DUARTE, CA 91010

MONTE WINEGAR
PROJECT DIRECTOR
WINEGARD ENERGY

1818 FLOWER AVENUE DUARTE, CA 91010

KYLE MAETANI

MK PLANNING CONSULTANTS

2740 W. MAGNOLIA BLVD., STE 103

BURBANK, CA 91505

PAUL DELANEY

AMERICAN UTILITY NETWORK

10705 DEER CANYON DRIVE

ALTA LOMA, CA 91737 KYLE MAETANI

PAUL DELANEY AMERICAN UTILITY NETWORK (A.U.N.)

ALLAN RAGO QUALITY CONSERVATION SERVICES, INC. SOUTHERN CALIFORNIA EDISON COMPANY SUITE E 4701 ARROW HIGHWAY MONTCLAIR, CA 91763

AKBAR JAZAYEIRI 2241 WALNUT GROVE AVENUE PO BOX 800 ROSEMEAD, CA 91770

JACK F. PARKHILL
SOUTHERN CALIFORNIA EDISON COMPANY
LAW DEPARTMENT
2244 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770

JACK F. PARKHILL
SOUTHERN CALIFORNIA EDISON
2131 WALNUT GROVE AVENUE
ROSEMEAD, CA 91770 CASE ADMINISTRATION ROSEMEAD, CA 91770

JACK F. PARKHILL

JEANNIE HARRELL SOUTHERN CALIFORNIA EDISON COMPANY SOUTHERN CALIFORNIA EDISON 2131 WALNUT GROVE AVENUE 2131 WALNUT GOVE AVE. ROSEMEAD, CA 91770

JOHN FASANA ROSEMEAD, CA 91770

JOHN FASANA SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

JOHN NALL SOUTHERN CALIFORNIA EDISON COMPANY 2131 WALNUT GROVE AVE ROSEMEAD, CA 91770

LARRY R. COPE ATTORNEY AT LAW SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

PETE ZANZOT SOUTHERN CALIFORNIA EDISON COMPANY 2131 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

ROBERTO DEL REAL SOUTHERN CALIFORNIA EDISON COMPANY 2131 WALNUT GROVE AVENUE ROSEMEAD, CA 91770

MARK MCNULTY 5150 RANDLETT DRIVE LA MESA, CA 91941

GREG BASS

SEMPRA ENERGY SOLUTIONS

101 ASH STREET. HQ09

SAN DIEGO, CA 92101-3017

MICHAEL SHAPLS

ATTORNEY AT LAW

UTILITY CONSUMERS' ACTION NETWORK

3100 FIFTH AVENUE, SUITE B

SAN DIEGO, CA 92103

JOHN JENSEN RICHARD HEATH AND ASSOCIATES, INC.

7847 CONVOY COURT, SUITE 102

SAN DIEGO, CA 92111

SAN DIEGO, CA 92111 REGIONAL MANAGER SAN DIEGO, CA 92111

YOLE WHITING SAN DIEGO GAS & ELECTRIC COMPANY

CENTRAL FILES

CENTRAL FILES STEVE RAHON
REGULATORY AFFAIRS DIRECTOR, TARIFF & REGULATORY ACCOUNTS
SAN DIEGO GAS & ELECTRIC CO.
8330 CENTURY PARK COURT-CP31E 8330 CENTURY PARK COURT, CP32C
SAN DIEGO, CA 92123-1530 SAN DIEGO, CA 92123-1548 STEVE RAHON

BILL BELANSKY WESTERN INSULATION 16465 VIA ESPRILLO SAN DIEGO, CA 92127

TOM HAMILTON ENERGY PROGRAM MANAGER QUALITY BUILT 15330 AVENUE OF SCIENCE SAN DIEGO, CA 92128

FRED PATZKE
13576 CALIFORNIA STREET YUCAIPA, CA 92399-5449

JOHN NEWCOMB 696 SOUTH TIPPECANOE AVENUE SAN BERNARDINO, CA 92415

MARIA Y. JUAREZ
DEPUTY DIRECTOR
DEPARTMENT OF COUMMINTY ACTION RIVERSIDE COUNTY 2038 IOWA AVENUE, SUITE B-102 RIVERSIDE, CA 92507

DAVID J. COYLE ANZA ELECTRIC COOPERATIVE, INC 58470 HIGHWAY 371 ANZA, CA 92539-1909

ROB GUNNIN

VICE PRESIDENT SUPPLY

COMMERCE ENERGY, INC.

600 ANTON BLVD., SUITE 2000

PO BOX 469

FILLMORE, CA 93016

JIM MCNAMARA
SAN LUIS OBISPO COUNTY, INC. 1030 SOUTHWOOD DRIVE

ART BRICE VICE PRESIDENT RICHARD HEATH AND ASSOCIATES, INC. SAN LUIS OBISPO, CA 93401

590 W. LOCUST AVE., STE. 103 FRESNO, CA 93650

JOE WILLIAMS

KRISTINE LUCERO EXECUTIVE ASSISTANT RICHARD HEATH AND ASSOCIATES, INC.

RICHARD HEATH AND ASSOCIATES, INC.

590 W. LOCUST AVENUE, STE 103

FRESNO, CA 93650

FRESNO, CA 93650

MARK SHIRIN VENTURA TV APPLIANCE CENTER 3619 E VENTURA BLVD FRESNO, CA 93702-5009

BEN CARROLL 2615 W DUDLEY AVE. FRESNO, CA 93728

7620 CARMEL VALLEY RD.
CARMEL, CA 93923

ORTENSIA LOPEZ EXECUTIVE DIRECTOR EL CONCILIO OF SAN MATEO 1419 BURLINGAME AVE., SUITE N BURLINGAME, CA 94010

WILLIAM F. PARKER EXECUTIVE DIRECTOR COMMUNITY ACTION AGENCY OF SAN MATEO
930 BRITTAN AVENUE
SAN CARLOS, CA 94070
SAN FRANCISCO, CA 94102

BRUCE FOSTER VICE PRESIDENT

RESEARCH DIRECTOR

THE UTILITY REFORM NETWORK

711 VAN NESS AVENUE, SUITE 350
SAN FRANCISCO, CA 94102

DONNA L. WAGONER

CALIF PUBLIC UTILITIES COMMISSION

UTILITY AUDIT, FINANCE & COMPLIANCE BRAN

AREA 3-C

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

BRETT SEARLE

PROJECT MANAGEMENT ANALYST

PACIFIC GAS AND ELECTRIC COMPANY

123 MISSION-ROOM 1464, MCH14F

SAN FRANCISCO, CA 94105

DANIEL COOLEY

ATTORNEY AT LAW

PACIFIC GAS AND ELECTRIC COMPANY

77 BEALE STREET, MAIL CODE B30A

SAN FRANCISCO, CA 94105

LINDA FONTES

LINDA FONTES STEVEN R. HAERTLE
PACIFIC GAS & ELECTRIC COMPANY PACIFIC GAS AND ELECTRIC COMPANY
123 MISSION ROOM 1404 MC H14F 77 BEALE STREET, MC B9A
SAN FRANCISCO, CA 94105 SAN FRANCISCO, CA 94105 STEVEN R. HAERTLE

TINA NGUYEN PACIFIC GAS AND ELECTRIC COMPANY 123 MISSION-ROOM 1456 SAN FRANCISCO, CA 94105

BRIAN K. CHERRY DIRECTOR REGULATORY RELATIONS PACIFIC GAS AND ELECTRIC COMPANY 77 BEALE STREET, B10C SAN FRANCISCO, CA 94106

JANINE L. SCANCARELLI

JOSEPH F. WIEDMAN ATTORNEY AT LAW

FOLGER, LEVIN & KAHN, LLP

275 BATTERY STREET, 23RD FLOOR
SAN FRANCISCO, CA 94111

SOBLIT F. WIEDMAN

ATTORNEY AT LAW

GOODIN MACBRIDE SQUERI DAY & LAMPREY LLP

505 SANSOME STREET, SUITE 900

SAN FRANCISCO, CA 94111

LAW DEPARTMENT FILE ROOM PACIFIC GAS AND ELECTRIC COMPANY PO BOX 7442 SAN FRANCISCO, CA 94120-7442

JAY LUBOFF PACIFIC GAS AND ELECTRIC COMPANY PO BOX 770000, MC B9A SAN FRANCISCO, CA 94177

MARY O'DRAIN PACIFIC GAS AND ELECTRIC COMPANY 123 MISSION - ROOM 1410, MC H14G SAN FRANCISCO, CA 94177

ROLAND RISSER DIRECTOR, CUSTOMER ENERGY EFFICIENCY
PACIFIC GAS & ELECTRIC COMPANY MAIL CODE N6G PO BOX 770000 SAN FRANCISCO, CA 94177

JAMES DEZELL RHA, INC. SUITE 205 1151 HARBOR BAY PKWY ALAMEDA, CA 94502

KEVIN CUDD SENIOR PROGRAM MANAGER 1320 EL CAPITAN DRIVE, SUITE 330 DANVILLE, CA 94526

DUTCHER JOHN V.P. REGULATORY AFFAIRS MOUNTAIN UTILITIES 3210 CORTE VALENCIA FAIRFIELD, CA 94534

DAVID C. CLARK SYNERGY COMPANIES 28436 SATELLITE STREET HAYWARD, CA 94545

STEVEN R. SHALLENBERGER SYNERGY COMPANIES 28436 SATTELITE STREET HAYWARD, CA 94545

RICK C. NOGER PRAXAIR PLAINFIELD, INC. 2678 BISHOP DRIVE SAN RAMON, CA 94583

LADONNA WILLIAMS EXECUTIVE DIRECTOR PO BOX 5653

JODY S. LONDON JODY LONDON CONSULTING PO BOX 3629

VALLEJO, CA 94591

OAKLAND, CA 94609

BOBAK ROSHAN BOBAK ROSHAN
LEGAL ASSOCIATE
THE GREENLINING INSTITUTE THE GREENLINING INSTITUTE

1918 UNIVERSITY STREET, 2ND FLOOR

BERKELEY. CA 94704

CITY OF BERKELEY

OFFICE OF MAYOR TOM BATES

2180 MILVIA STREET

CISCO DEVRIES CHIEF OF STAFF BERKELEY, CA 94704

MARK A. RUTLEDGE
THE GREENLINING INSTITUTE
1918 UNIVERSITY AVENUE, 2ND FLR.
94704

STEPHANIE CHEN LEGAL ASSOCIATE
THE GREENLINING INSTITUTE
1918 UNIVERSITY STREET, 2ND FLOOR BERKELEY, CA 94704

KAREN NOTSUND ASSISTANT DIRECTOR
UC ENERGY INSTITUTE 2547 CHANNING WAY 5180 BERKELEY, CA 94720-5180

PETER HOFMANN BO ENTERPRISES 43B EAST MAIN ST LOS GATOS, CA 95030-6907

SAN JOSE, CA 95128

DOUGLAS MOIR FRANCES L. THOMPSON
WESTERN APPLIANCE PACIFIC GAS AND ELECTRIC COMPANY
1976 W. SAN CARLOS STREET 123 MISSION STREET, RM. 1408 MC H14G SAN FRANCISCO, CA 95177

ELISE KLEIBER 2400 ROCKEFELLER DR. CERES, CA 95307

CHRISTOPHER J. MAYER MODESTO IRRIGATION DISTRICT PO BOX 4060 MODESTO, CA 95352-4060

BOB HONDEVILLE MODESTO IRRIGATION DISTRICT 1231 11TH STREET MODESTO, CA 95354

JOY WARREN SENIOR STAFF ATTORNEY MODESTO IRRIGATION DISTRICT 1231 ELEVENTH STREET MODESTO, CA 95354

RICHARD MCCANN DAVIS, CA 95616

DAVID MORSE CALIFORNIA WATER SERVICE COMPANY 2655 PORTAGE BAY ROAD, SUITE 3 1411 W. COVELL BLVD., STE. 106-292 DAVIS, CA 95616-5934

JOHN JENSEN PRESIDENT MOUNTAIN UTILITIES PO BOX 205 KIRKWOOD, CA 95646

JASON WIMBLEY DIVISION CHIEF, ENERGY&ENVIRON PROGRAMS DEPT. OF COMMUNITY SERVICES & DEVELOPMEN DEFI. 700 NORTH 10TH SIGNAL SACRAMENTO, CA 95814 700 NORTH 10TH STREET, ROOM 258

ROBERT J. BICKER LEGISLATIVE ANALYST BRAUN & BLAISING, P.C.
CALIFORNIA APARTMENT ASSOCIATION 915 L STREET, SUITE 1270
980 NINTH STREET, SUITE 200 SACRAMENTO, CA 95814 SACRAMENTO, CA 95814

RYAN BERNARDO

SHEILA DEY WESTERN MANUFACTURED HOUSING COMMUNITIES RATE REGULATION MANAGER - WESTERN REGIO 455 CAPITOL MALL STE 800 AMERICAN WATER WORKS SERVICE CO. SACRAMENTO, CA 95814 4701 BELOIT DRIVE

DAVE STEPHENSON SACRAMENTO, CA 95838

JAMES O'BANNON RICHARD HEATH AND ASSOCIATES, INC.

PROJECT MANAGER

1026 MANGROVE AVE., STE 20

RICHARD HEATH AND ASSOCIATES, INC. CHICO, CA 95926

PAMELA GORSUCH 1026 MANGROVE AVENUE, SUITE 20 CHICO, CA 95926

SCOTT BERG SELF HELP HOME IMPROVEMENT PROJECT INC. PLUMAS SIERRA RURAL ELECTRIC 3777 MEADOWVIEW DR., 100 PO BOX 2000 REDDING, CA 96002

ROBERT MARSHALL PORTOLA, CA 96122-2000

M. SAMI KHAWAJA, PH.D QUANTEC, LLC SUITE 400 720 SW WASHINGTON STREET PORTLAND, OR 97205

CATHIE ALLEN CA STATE MGR. PACIFICORP 825 NE MULTNOMAH STREET, SUITE 2000 PORTLAND, OR 97232

MARISA DECRISTOFORO PACIFICORP 825 NE MULTNOMAH STREET, SUITE 800 614 38TH PLACE PORTLAND, OR 97232

DAVE SULLIVAN P.E. CONSULTING ENGINEER FLORENCE, OR 97439-8216

State Service

ALIK LEE CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION TELECOMMUNICATIONS & CONSUMER ISSUES BRA EXECUTIVE DIVISION ROOM 4101

JEANNINE ELZEY CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE

KELLY HYMES CALIF PUBLIC UTILITIES COMMISSION EXECUTIVE DIVISION ROOM 5306

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3214

MARIANA C. CAMPBELL MARIANA C. CAMPBELL MELICIA CHARLES
CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION TELECOMMUNICATIONS & CONSUMER ISSUES BRA ENERGY DIVISION ROOM 4101

505 VAN NESS AVENUE

MICHAEL BLACK CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE

ROBERT KINOSIAN

CALIF PUBLIC UTILITIES COMMISSION

CALIF PUBLIC UTILITIES COMMISSION

THE COMMISSION CONSIMER ISSUED EXECUTIVE DIVISION
ROOM 5202 ROOM 5202 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

SARITA SARVATE CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE

SEAN WILSON CALIF PUBLIC UTILITIES COMMISSION TERRIE J. TANNEHILL

CALIF PUBLIC UTILITIES COMMISSION UTILITY AUDIT, FINANCE & COMPLIANCE BRAN ENERGY DIVISION AREA 3-C

HAZLYN FORTUNE ROOM 5303 505 VAN NESS AVENUE 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 505 VAN NESS AVENUE

JOHANNA M. SEVIER CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

> KIM MALCOLM CALIF PUBLIC UTILITIES COMMISSION DIVISION OF ADMINISTRATIVE LAW JUDGES ROOM 5005 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

MELICIA CHARLES AREA 4-A 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

RISA HERNANDEZ CALIF PUBLIC UTILITIES COMMISSION ELECTRICITY RESOURCES & PRICING BRANCH ROOM 4209 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

> TELECOMMUNICATIONS & CONSUMER ISSUES BRA ROOM 4102 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

SARVJIT S. RANDHAWA CALIF PUBLIC UTILITIES COMMISSION ENERGY DIVISION AREA 4-A 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214 SAN FRANCISCO, CA 94102-3214

> TERRIE J. TANNEHILL AREA 4A

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

THOMAS M. RENAGHAN CALIF PUBLIC UTILITIES COMMISSION CALIF PUBLIC UTILITIES COMMISSION ENERGY COST OF SERVICE & NATURAL GAS BRA ENERGY DIVISION ROOM 4205 505 VAN NESS AVENUE SAN FRANCISCO, CA 94102-3214

ZAIDA AMAYA-PINEDA 770 L STREET, SUITE 1050 SACRAMENTO, CA 95814

Top of Page Back to INDEX OF SERVICE LISTS